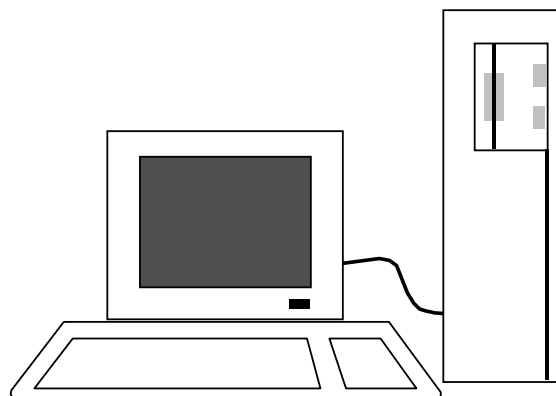
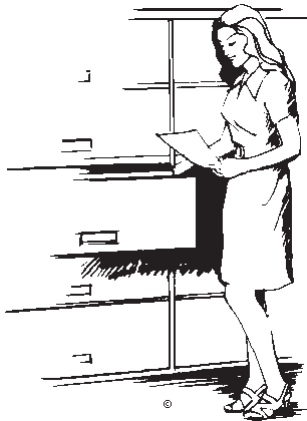


Division of Administrative Services



The administrator of the Division of Administrative Services supervises the division and is responsible for the supervision and monitoring of the agency budget, personnel activities, data processing, and general administrative services.

Information Services Section

Applications

On the application side of the Information Services Section, the following work was accomplished to improve user applications:

- Completed most programming for the conversion of the Legal System from Access to Oracle.
- Completed more than 25 reports in the new Legal System.
- Put agent look-up information on the OCI Web site to provide free, 24/7 access to this information.
- Displayed public company information on the OCI Web site.
- Displayed registered agent information on the OCI Web site.
- Replaced the manual company examination billing assessment process with a new automated application including a user interface.
- Implemented premium tax application enhancements.
- Updated the company transaction register program.
- Put out several new builds of the OCI Enterprise system to incorporate continuous improvements in applications such as Complaints and Rates and Forms.
- Implemented a new SERFFAPI for downloading rates and forms data to OCI databases.
- Upgraded to Version 80 of FIMMAS financial management system for the State Life Insurance Fund.
- Completed the imaging of all agent licensing backfiles so all older records are in the imaging system.
- Completed the imaging of the articles of incorporation and bylaws, other than those on microfiche, for licensed companies.
- Completed enhancements to the invoice and financial systems.
- Began analysis for converting Word 97 templates to Word 2000.
- Performed system improvements or provided maintenance work for the Patients Compensation Fund system including maintenance on the billing program; fund account maintenance; maintaining the nightly assessment program on the Linux server; and moving and recreating the test database.

Technical

On the technical side of the Information Services Section, the following list was accomplished to improve user access:

- Planned for and monitored the move of all OCI hardware from the Lake Terrace Building to the GEF III Building.
- Planned project for reorganization of shared drives and transfer to new server.
- Completed the upgrade of all workstations to the Windows 2000 operating system and to the Office XP software suite.
- Developed scripts for deploying software/upgrades.
- Installed anti-spam software to reduce unsolicited junk e-mail.
- Set up a wireless network pilot demonstration. This technology was subsequently adopted by the Market Regulation Bureau for use on insurance company exams.
- Contracted for a new telephone automated caller distribution (ACD) system to better manage call volumes in heavily trafficked program areas.
- Set up the PC receptionist work station in the reception area for multiple users.
- Set up a PC and monitor for viewing complaint files to accommodate walk-in customers.

Management

On the management side of the Information Services Section, the following list was accomplished to improve program management:

- Completed the planning and monitored the set-up of wiring and the move of all IT hardware and software equipment to our current GEF III office location.
- Set up training in Project Management for all Application Development staff.

Services Section

The Services Section provides basic and essential office services that not only facilitate the work of OCI staff, but assist the insurance industry and the general public as well. Service areas include records management, forms management, mail services, walk-in and telephone reception, Web site maintenance and management, service of process, and general office support.

Records Management

By providing records management for the entire agency, the records manager maintains agency-wide records and makes available public records.

The records manager is a liaison to agency business areas for issues involving records in all media, and the position is a liaison to outside agencies including the State Historical Society, the Department of Administration's Records Management Section, the Division of Enterprise Technology, and on cross-agency teams resolving records issues. The records manager attends meetings of the State Web Administrator's Group, the E-Records Committee, and the Licensing and Permitting Portal team and becomes involved in special tasks, especially inter-agency, when appropriate. The records manager is also part of agency committees and workgroups, including the Information Technology (IT) Strategic Planning Committee.

Responses to open records requests for information are tracked closely by central files. The office expends great effort to respond quickly and efficiently to the many public requests we receive, and retaining statistics helps track our effectiveness. Records are provided to requesters via numerous formats: paper, microfilm, and electronic. Conversion of records to electronic format brings different challenges in fulfilling open records requests. More of our records material is becoming available for direct viewing via the Internet. This improves access to requestors and, while a data expert (the agency records coordinator) is still necessary in assisting requestors, those familiar with electronic record access have less need to make direct contact. Our statistics below reflect a drop in the number of monthly requests for files because we provide agency visitors with a greater ability to serve themselves via our tools after receiving appropriate instruction. However, the level of research (by the records coordinator) to assist records requestors has not decreased, mostly due to the increased awareness of our records and growing number of interested parties. We are making government more accessible and our constituents are embracing that.

The records manager also works with the database administrator and other IT staff, which allows input from a records viewpoint relating to the impact that the process of changing how our electronic data and records are stored has on records management issues. In this process, not only the content of the data is examined, but discussion also takes place regarding the migration of data between media and how the potential purchase of software/hardware might impact records.

Effective records management practices allow us to better serve the insurance industry and the general public, as well as our staff. Through operation of our Central Files Section, the records coordinator makes public records available. An example of these records includes:

- Insurance company rates, approved policy forms, articles and bylaws, biographical sketches of officers and directors, financial examination reports, holding company registration, contracts, correspondence, and financial statements
- Consumer complaint information (closed files only)

Forms Management

The office is required by statute to administer and maintain a Forms Management program. All office forms and brochures are reviewed for statutory requirements and standards (i.e., need, cost, plain English). An inventory and history file is kept for each form, brochure, and special report. Forms, brochures, and special reports are composed in-house using PageMaker or Microsoft Word. Several forms, including financial annual statement packets, have been converted to PDF format for inclusion on the OCI Web site. Additional Web-based forms are still the responsibility of the forms manager. These forms are available in hard copy format as well from OCI. The Forms Manager is a liaison with office staff, the agency Printing Coordinator, and other state agencies.

Publications Distribution

Also available through Staff Services are publications with helpful information for people shopping for insurance. Titles in greatest demand include:

- Guide to Long-Term Care
- Long-Term Care Insurance Policies Approved in Wisconsin
- Medicare+Choice Questions and Answers
- Medicare Supplement Insurance Approved Policies
- Wisconsin Guide to Health Insurance for People with Medicare

While publications access is increasingly more popular via direct access on our Web site (oci.wi.gov), many constituents still require or desire hard copy publications. Hard copies are requested in person, over the telephone, via e-mail to publications@oci.state.wi.us, and via an on-line publications order form. Web delivery is rapidly growing as constituents find that the most current information that they seek is readily available.

The volume of hard copy distribution varies greatly based upon industry or regulatory changes. On-line access to publications is rapidly becoming the preferred way to access agency publications.

Mail Service

By offering centralized mail service to the agency, staff provides an essential office function. Mail center staff handles all incoming mail for the entire agency. The process involves receiving, opening, determining appropriate business area for response, date stamping, and sorting to mailboxes. The mail center is also a central area where package deliveries are accepted and announced, and agency storage for publications and other program area supplies are handled. Mail center staff accumulates agency-wide outgoing mail in this area and prepares it for pick-up as well.

Reception Service

The first people met by visitors to the agency are our receptionists. These individuals greet all comers to our office and assist them in their business needs. As well as greeting and referring visitors, the receptionists take incoming telephone calls to the central switchboard, determine the needs of the callers, and transfer calls to appropriate staff. When callers encounter problems or have special needs they easily return to our main reception area where they are treated to personalized assistance. Our goal is always to find

the most appropriate agency staff person to provide direct assistance. The reception staff also has other responsibilities that complement their reception duties. Scheduling, editing, fleet reservations, and outgoing certified mail preparation are among the many other tasks handled here.

Web Service

The OCI internal and external Web sites are managed within Staff Services. In coordination with other agency staff, via the OCI Web Committee, and with significant involvement with other state agency Web efforts (participation on various inter-agency Web subcommittees), we focus on providing information useful to our audiences 24 hours a day and finding new methods to provide greater content. We frequently reassess the value of the information provided on our sites and strive to assure fresh content consistent with current themes. There were 261 new Web pages added in 2003. Another 1,917 existing pages were updated.

We take great care with how we utilize the Web to provide information to our constituents. A Web service is not unlike direct telephone, postal mail, or even face-to-face contact. Management of that interface requires constant attention to assure our Web visitors can readily find what they need.

2003 Statistics

Statistics are a challenge to maintain when services become available by different means and as users of agency services alter their patterns of access. There is a steady upward trend in access to our information via our Web services. Our Web's "distinct hosts served," an approximate measure of the number of distinct visitors to our Web site, totaled 148,000. Our publications viewed via the Web continues to rise and while we still need to maintain a traditional approach to assisting our constituents we are able to expand what we provide by utilizing better methods.

Services Section Production Statistics (Monthly Averages)

	2000	2001	2002	2003
Telephone inquiries for Central Files	181	241	183	189
Walk-in inquiries for Central Files	68	64	51	57
Requests for files (annual statements, rates, etc.)	2,041	1,279	301	42 ¹
Incoming calls to agency switchboard	5,022	4,344	4,711	3,810
Processed mail (inbound and outbound)		55,404	52,855	49,544
Reception publications sent to requesters		3,187	1,960	1,003
Web—unique visitors		12,768	11,250	12,250
Web—publications		10,330	17,388	18,441
Web—registered agent lookup ²		8,176	2,296	2,345
Web—agent/agency lookup (October - December 2003)				15,786

¹ Change in requests numbers described in detail under Records Management above.

² Registered agent lookup moved to a data base lookup in October of 2003 (was previously only Web page hits).

Business Services Section

Business Services staff process all agency requests for printing, furniture, office supplies and contracts for services according to state procurement requirements with the intent of providing a most effective working environment for all agency staff. Business Services staff also provide accounts receivables cashing service, processing of vouchers for accounts payable, biennial and operating budget preparation, including monitoring, analysis and projections, and recording, analysis and reporting of all agency revenues and expenditures. Additionally, the Business Services Section, with the cooperation of building management, strives to achieve physical accommodations for maximum comfort, security, and safety, for staff and visitors alike.

Some of the accomplishments of the Business Services Section during the past year include:

- Implemented an improved building access security system.
- Participated in the design of newly remodeled downtown office space which the agency occupied in April 2003.
- Provided project management services for the relocation of the agency to new downtown office space.
- Purchased ergonomically correct, adjustable task chairs for each workstation in need of updating.
- Provided personalized ergonomic assessments to employees responding to an offer to conduct such assessments. Followed up by purchasing ergonomic equipment and arranging for other adaptations to maximize operational comfort of employees.
- Contracted for services worth \$973,800.
- Provided training sessions for new cardholders on ordering supplies on contract by Internet and purchase cards.
- Expanded the card program with the travel coordinators getting separate cards for making travel reservations.
- Responded to a Department of Administration audit of our procurement card program and made improvements in documentation and signature rules for submitting statements.
- Processed 191 purchase orders, an increase from 2003 due to the agency move to another location.
- Created detailed training materials for cashing backup and trained staff in those procedures.
- Performed pre-audits and issued checks for over 4,100 agency vendor payment vouchers.
- Reviewed and processed 336 travel reimbursements.
- Issued 171 company exam assessment bills.
- Generated and mailed late invoice payment notices to ensure timely collection of receivables at least monthly.
- Prepared monthly reports on cash receipts, state and county sales tax filings, premium tax collections, and overdue accounts receivables.
- Completed GAAP financial statements for General Fund and Liquidation Accounts.
- Implemented a series of budget and position transactions needed to reflect administrative requirements in 2003 Wisconsin Act 33 (the biennial budget bill).
- Implemented the Financial Information Reporting System (FIRST) which provides management with financial data in an easy to use format.
- In conjunction with the Department of Health and Family Services, developed an Administrative Rules Web site that has been called "one of the nation's most advanced Internet applications for public policy-making."
- Redesigned the Business Services Section resource and reference page on the agency's Intranet.

Human Resources Section

The Human Resources Office is responsible for providing leadership and services to achieve a quality workforce to support the mission of the agency. The Human Resources Section provides support in the recruitment, hiring and retention of a skilled, committed and diverse workforce needed to provide high quality services to Wisconsin citizens. The function of the Human Resources Section encompasses personnel, payroll, benefits, employee education and training.

Some of the accomplishments of the Human Resources Section during the past year include:

- During this time period, nine permanent positions were filled and thirteen reclassifications were completed. Five full-time equivalent positions were relinquished due to statewide position reduction efforts.
- Coordinated classification survey activities for certain positions in the Administrative Support Bargaining Unit.
- Coordinated transition planning for a work unit experiencing concurrent leaves of absence.
- Participated on statewide Workforce Planning task force.

- Chaired State Human Resource Management Council.
- Implemented new Spectera Vision Care Plan and Pharmacy Benefits Manager Program (Navitus).
- Continued the agency's ongoing supported work efforts by renewing the employment of disabled individuals through the organization Community Work Services, Inc.
- Conducted/coordinated a number of training and information sessions including:

Report Writing

Project Management

System for Electronic Rate and Form Filing (SERFF)*

Audit Command Language (ACL)*

Respect in the Workplace (Affirmative Action)

Brown Bag Series on Alternative Health and Medicine (EAP and Health and Safety)

CPR/First Aid Classes

* OCI was able to arrange for the SERFF and ACL training to be done "in-house." That, along with using funding made available through the National Association of Insurance Commissioners, resulted in a savings of approximately \$24,000 to the agency.

Alternative Work Patterns

OCI is cognizant of the need to offer a flexible work environment in order to maximize the employment options available to existing and potential state employees and to meet the needs of our constituents. OCI encourages the utilization of alternative work patterns such as flex time, part-time, and shared-time schedules to increase productivity, extend services, reduce absenteeism, improve employee morale, allow for employee development, and maximize energy conservation through ridesharing and use of mass transit systems. Currently our staff includes two job-share arrangements and four

part-time permanent employees. Ninety-one percent of the agency's staff has some form of nonstandard work schedule. The agency also reviews requests, on a case-by-case basis, from staff who wish to temporarily work from their home. The agency recognizes that alternative work pattern schedules may provide opportunities for individuals to productively utilize their skills, talents, and abilities. It recognizes that a traditional, full-time, work schedule may not meet the needs of individuals whom, due to age, health, or family circumstances, find such a schedule in conflict with responsibilities outside of work.